

CALNET II RFP DGS-2053

Question and Answer Set #31

June 16, 2006

257. In Module 3 Section 6.3.2.1 Hosted Standalone IP Telephony Business Line Services (M-O), the State feature requirements ask for a Business Class Voice Mail to be included as part of the Hosted Standalone IP Telephony Business Line. In Section 6.3.2.4 Hosted Standalone IP Telephony Voice Mail Services (M-O) the State is asking for Voice Mail again. In the cost tables is Section 7 for the State is asking for a per/seat price for the Hosted Standalone IP Telephony Business Line Service and a price for Hosted IP Telephony Voice Mail Service. Is this correct? Is the State asking for Voice Mail to be included in the per/seat price and then asking for Voice Mail to be priced out as a separate item?

Hosted IP Telephony Voice Mail Service should be priced out as a separate item in Section 6.3.2.4. Correction has been made in addendum 37.

258. What is the “Bidder identifier” in the pricing worksheets?

The Bidder shall use this as your unique product identifier (e.g. part number, usoc) for the purpose of ordering, billing, or reporting.

259. Reference: Local loop pricing. Given that we won’t know if an installation has 1 or 100 phones – not to mention the fact that local loops cost different amounts in different areas – we’re trying to understand how we can build a pricing model around this unknown. Any suggestions/direction possible?

For the Hosted Standalone full turnkey services, Bidders should use the model provided to determine the socialized cost for creating a per seat price. For converged services, as identified in the IP Transport Section 6.3.3, the State expects one socialized statewide price for each speed regardless of area. The number of phones required will dictate the speed.

260. Reference: Customer premise equipment. As with above, we are not sure how deep into the IT arena we should go with our pricing/quote. For example, the phones we would use typically require power over Ethernet OR the use of an external “power block”. Should we plan on pricing new PoE switches for sites

that may have older equipment? Or is that out of the telecommunication budget realm and into the IT budget realm?

As a service, the Bidder should build and price their proposed services to meet the SLAs. Additional pricing schemes or discounted pricing options may be provided in the unsolicited section.

261. Repeat of Question 117, QA Set 23. We understand that DTS's intent is to list identifiable and measurable "tools" and "reports" in the SLA tables in Sections 6.1, 6.2, 6.3, and 6.4. However, upon further review, the SLA tables list entire Sections of the RFP that include ad-hoc, query, and on-line reports as well as numerous general references to reports and tools. We believe this to be too open ended to provide a clear, concise SLA response.

Because many of the tools and reports are listed in two or three of the tables, a tool that creates multiple reports could become unavailable and SLA's would apply to the tool and every report the tool is capable of creating.

Examples from Module 2 include Table 6.2.22.3.3, Report Delivery Intervals, Table 6.2.22.3.4, Tools and Implementation, Table 6.2.22.3.5, Tool Availability, etc. These examples are fundamentally the same in all four Modules.

Would DTS create a specific list of tools and reports that pertain to each of the SLA tables?

This question is repeated and an updated response is provided.

No, the State will not create a specific list of tools and reports that pertain to each of the SLA tables. However, in order to respond to the concern raised in this question, the following is provided. If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply. This clarification is reflected in Addendum 37.